Multiple Choice

Write the letter of the best answer on the blank provided.

1. Which type of customer refers to responders, staff, and officers within a fire and emergency service organization? (145)
   A. Active
   B. Passive
   C. Internal
   D. External

2. Which of the following is an example of a basic need for external customers? (146)
   A. Fair compensation
   B. Rewarding experiences
   C. Protection of property from hazards
   D. Feeling of being an integral part of organization

3. The passive approach method of customer service information gathering requires: (146)
   A. surveys.
   B. little effort.
   C. weekly meetings.
   D. informal interviews.

4. Which of the following is the BEST way to practice active information gathering for customer service? (146)
   A. Waiting for customer complaints to be expressed
   B. Posting informational flyers about budget concerns
   C. Conducting surveys following an emergency response
   D. Identifying existing problems from news/media reports

5. Within the customer concept, information interpretation is BEST described as a way to analyze the needs/wants/desires of customers in order to determine: (147)
   A. modifications for standard operating procedures.
   B. specific steps for conducting informal interviews.
   C. potential trends that affect external customers only.
   D. operational change suggestions, fiscal requirements, and priorities.
6. Which of the following is BEST identified as expectations that are based upon an organizational model, as well as upon strategic and operational plans? (147)
   A. Policies and procedures
   B. Training and personnel files
   C. Workplace compliance forms
   D. Standard workplace evaluations

7. Which of the following is the BEST way to help ensure understanding and compliance of policies and procedures? (147)
   A. Display in the break area.
   B. Send only in electronic form.
   C. Verify receipt by all personnel.
   D. Establish weekly quizzes for subordinates.

8. Which of the following may be created as a result from an appeal to management looking for guidance in making decisions on exceptional situations? (148)
   A. Orders
   B. Policies
   C. Directives
   D. Ordinances

9. The purpose of ____ is to determine if policies are effective and enforceable. (148)
   A. policy analysis
   B. federal mandates
   C. facility inspectors
   D. state/provincial regulations

10. Which of the following is BEST known as the written steps to follow when conducting organizational policy for some specific, recurring problem or situation? (149)
    A. Policy
    B. Fire codes
    C. Procedures
    D. Action report

11. Which of the following BEST describes the reason for establishing standard operating procedures within an organization? (149)
    A. Aids in setting boundaries for budgetary requests sent to chief officers.
    B. Allows for changes in policy with extenuating circumstances involving personnel.
    C. Enforces respect for authority and establishes a common ground for filing grievances.
    D. Provides a consistent point of reference that helps all members perform to a measurable standard.
12. Which of the following is MOST likely to be an indication that revisions should be made to policies and procedures? (150)
   A. Legal mandates
   B. Decrease in infractions
   C. Company officer’s promotion
   D. Lack of external customer’s feedback

13. Which of the following is MOST likely to be a responsibility of company officers in the revision and monitoring process of policies and procedures? (150)
   A. Drafting revisions for approval by the local governing board.
   B. Destroying older/outdated versions before new ones are approved.
   C. Administering policies and procedures at the first level of supervision.
   D. Managing concerns or complaints without communicating to supervisors.

14. Which of the following statements BEST describe a company officer’s communication responsibility at an emergency? (150)
   A. The company officer may only issue verbal orders.
   B. The company officer may only issue written directives.
   C. The company officer is not allowed to issue either orders or directives.
   D. The company officer may issue verbal or written orders and directives.

15. What is one step that company officers should take with regard to enforcing unpopular orders? (151)
   A. Assemble a committee of firefighters to appeal the order.
   B. Never enforce orders that may adversely affect firefighters.
   C. Explain to their subordinates that they should not question authority.
   D. Make every effort to find out the reasons for the order being implemented.

16. Proposed expenditures and expected revenue sources are part of an organization’s: (151)
   A. budget.
   B. benefits.
   C. insurance.
   D. personnel pay.

17. Taxes, fees, fundraising events, corporate donations, and government subsidies are examples of: (151)
   A. private donations.
   B. common revenue sources.
   C. operating budget expenses.
   D. jurisdictional personnel costs.

18. Which of the following BEST describes what a company officer must understand about the budget process? (151)
   A. Limitations of contract services
   B. Internal review of bid submissions
   C. Types of revenue sources available
   D. Presentation techniques for local governing board
19. The two types of budgets used by public organizations include capital and: (151)
   A. utility.
   B. operating.
   C. procedural.
   D. discretionary.

20. Which type of budget includes items that cost more than a certain specified amount of money and are expected to last more than one year? (152)
   A. Capital
   B. Projected
   C. Operating
   D. Jurisdictional

21. Which type of budget typically includes the recurring expense of apparatus and vehicle fuel? (152)
   A. Utility
   B. Capital
   C. Operating
   D. Management

22. What is the first step in the budget process? (152)
   A. Auditing
   B. Planning
   C. Preparing
   D. Evaluating

23. Which of the following BEST describes when the budget planning process occurs? (152)
   A. Throughout the current fiscal year
   B. After completion of the internal review
   C. Two years before the budget is implemented
   D. Once the budget has been revised and evaluated

24. During which step of the budget process are estimated revenues translated into preliminary budget priorities? (152)
   A. Planning
   B. Monitoring
   C. Preparation
   D. Implementation

25. Which of the following is a consideration that may be a part of the second step in the budget process? (153)
   A. Revisions
   B. Bond sales
   C. Fundraisers
   D. Justifications
26. Implementation is BEST described as the phase during the budget process in which administrators, department heads, managers, and supervisors will: (153)
   A. have the funds to turn budgets into reality.
   B. present the final review to the governing body.
   C. justify budget requests with documentation and support.
   D. incorporate the combined budget requests for the entire parent organization.

27. Which of the following is MOST likely to be a cause for a budget revision? (153)
   A. Increase in revenue
   B. Decrease in operating costs
   C. Increase in service requirements
   D. Continuation of labor agreement

28. The systematic control of an organization’s records in order to ensure quick access to information is known as: (154)
   A. records management.
   B. management agreement.
   C. long-range record plans.
   D. external customer complaints.

29. Which of the following is MOST likely to be a responsibility for company officers in records management? (154)
   A. Organizing file structures
   B. Archiving old files off-site
   C. Overseeing installation of the system
   D. Creating reports that become part of the system

30. Which of the following is MOST likely to be included in budget records? (154)
   A. Inspections
   B. Surplus sales
   C. Corrective maintenance
   D. Attendance of personnel

31. Fixed assets would MOST likely be found in which type of records? (155)
   A. Budget
   B. Activity
   C. Inventory
   D. Maintenance

32. What are the two distinct categories in maintenance records that hold significant legal value when an organization has to go to court over an incident involving a piece of its equipment? (155)
   A. Automatic and manual
   B. Precursory and secondary
   C. Motorized and unpowered
   D. Preventative and corrective
33. Reducing wear, preventing damage, and extending the useful life of a vehicle is one goal of:
   A. corrective maintenance.
   B. activity (incident reports).
   C. preventative maintenance.
   D. fixed-asset budgetary requests.

34. Maintenance records are MOST likely to be used to justify:
   A. employee termination.
   B. change in fuel companies.
   C. need for additional personnel.
   D. replacement of outdated equipment.

35. Which of the following would MOST likely be a part of activity records?
   A. Attendance
   B. Purchasing receipts
   C. Emergency responses
   D. Annual fundraising records

36. Which of the following BEST describes personnel records?
   A. They are confidential with no exception.
   B. They may be maintained at various levels and locations.
   C. They are maintained for 10 years after employment ends.
   D. They do not include documentation of biological exposure.

37. Which of the following is a component that should be included in a training record for personnel?
   A. Inventory
   B. Outcomes
   C. Rank of trainer
   D. Confidential medical records

38. Performance evaluations are MOST likely used to help individuals:
   A. earn compensatory time.
   B. prove discrimination charges.
   C. reinforce good skills and discipline.
   D. grant transfer requests within the department.

39. Attendance records for all personnel are maintained in order to provide data for:
   A. local media press releases.
   B. payroll and benefit distribution.
   C. current fiscal year budget requests.
   D. documentation of fire and life safety inspections.
40. Which hazardous materials exposure would MOST likely be documented in personnel medical records? (158)
   A. Heat
   B. Frost
   C. Stress
   D. Chemicals

41. Medical records must be maintained for every employee _____ after the end of employment. (158)
   A. one year
   B. five years
   C. ten years
   D. thirty years

42. Which of the following would MOST likely be included in personnel medical records? (158)
   A. Dental exam results
   B. Childhood medical exams
   C. Post-medical-leave exams
   D. Tobacco cessation attempts

43. What is one responsibility that company officers have in regard to electronic data storage/retrieval? (158)
   A. Must learn to use the computer-based system to stay current
   B. Must take classes in computer programming or computer languages
   C. Must serve on committees that devote time to addressing Internet access
   D. Must advocate for change at all levels of state/provincial governing bodies

44. Which of the following provides access to a worldwide network through a computer system? (159)
   A. Monitor
   B. Internet
   C. Intranet
   D. Database

45. When personnel use organizational equipment or any personal devices connected to the organization's electronic data systems, they should: (160)
   A. expect everything to remain private.
   B. share their password with a company officer.
   C. request permission from a company officer to log on.
   D. not expect emails, text messages, or blogs to remain private.
46. Organizations should develop and adopt policies to limit access to _____ records to only those personnel with a legal right to know. (160)
   A. public
   B. budget
   C. inventory
   D. confidential

47. Public access to an organization's records is MOST likely to exclude _____ records. (160)
   A. personnel
   B. purchasing
   C. attendance
   D. common revenue